

# Central Bedfordshire in contact

Per Informacion

معلومات کے لئے

للمعلومات

Informacija

ਜਾਣਕਾਰੀ ਲਈ

Za Informacije

برای اطلاع

তথ্যের জন্য

Per Informazione



**on the telephone...**  
0300 300 8000



**by email...**  
customer.services@centralbedfordshire.gov.uk



**on the web...**  
www.centralbedfordshire.gov.uk



**by post...**  
**Central Bedfordshire Council**  
Priory House, Monks Walk, Chicksands,  
Shefford, Bedfordshire SG17 5TQ

Central Bedfordshire

Whilst we are dealing with your complaint we will keep you informed of how things are going.

If following a response you remain unhappy then you will be given an opportunity to tell us why and we will agree with you the best way forward.

## Complaints about both Health and Social Care

If you tell us about a complaint that is about both the social care and health services you receive we will aim to use one agreed approach to dealing with the complaint. We will also give you one point of contact to make it easier for you to talk to us about your complaint.

## Safeguarding adults from abuse

For information, enquiries and advice telephone **0300 300 8122**

## Other action you can take

If you are not happy with how your complaint is handled you can contact the Local Government Ombudsman. You can do this at any time. The Ombudsman usually expects the council to have had the opportunity to look into your complaint first.

Contact details of the Local Government Ombudsman

**PO Box 4771, Coventry, CV4 03H**

**Phone:** 0300 061 0614

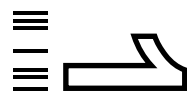
**Text:** 'call back' to 0762 480 4299

**Fax:** 024 7682 0001

**email:** advice@lgo.org.uk

## Data Protection Act 1998

Please note that the personal details supplied on this form will be held on a file and/or computerised by Central Bedfordshire Council for the purposes of assessing your compliments, comments and complaints. Your personal details may be shared internally within the Council for this purpose, but will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.



Freepost RSBJ-ZJKA-GJAC

Customer Relations

Central Bedfordshire Council

Borough Hall

Cauldwell Street

Bedford

MK42 9AP

## Adult Social Care Services

Comments,  
Compliments,  
Complaints

We want to provide good quality services. Your feedback helps us to improve our services

Central Bedfordshire

Central Bedfordshire Council welcomes feedback from our customers. We aim to use the feedback you give us to improve our services.

You can use this leaflet to tell us about your comments, compliments or complaints:

## Comments

You may wish to share a suggestion or idea about how we can improve our services.

## Compliments

You may wish to tell us about a service that has been good or a member of staff who has been helpful.

## Complaints

You may want to complain if the standard of service falls short of what you would expect, or if a member of staff does not do what they said they would.

From April 1st 2009 local authorities and health organisations are expected to have a complaints procedure, which works with you the customer, to offer a more personal approach to dealing with your complaints.

## Independent advice and advocacy

An advocate is someone who does not work for the council who can help you make a complaint and make sure your views are heard. We can tell you where advocacy services are available.

You can also seek independent advice from the Citizen's Advice Bureau, your local Councillor or MP.

## Representation

You have the right for someone to make a complaint on your behalf. We will ask you to give consent for them to do this.

## How to contact us and give your feedback:



Speak to or write to the manager of the service



Complete the freepost form attached to this leaflet



Write to us at the address on this leaflet



Telephone Customer Relations on 0300 300 6077 or 0300 300 4995



Email: customer.relations@centralbedfordshire.gov.uk and mark it 'complaint', 'compliment' or 'comment'

If you want more information or would like to discuss your concerns contact a member of our Customer Relations team on the number above

## What happens when you make a complaint?

We will consider your complaint and decide the best way to resolve it.

It is important to try and sort things out for you as quickly as possible. If we can do this 'on the spot' and within 1 working day we will. If this is not possible we will acknowledge your complaint within 3 working days of receiving it. We will tell you who will be dealing with your complaint and how long we think it will take to resolve it.

We will tell you how we plan to deal with the complaint and offer to discuss this with you.

## Customer feedback form - comment, compliment or complaint

Title: \_\_\_\_\_ Last Name: \_\_\_\_\_

First Names: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone number: \_\_\_\_\_

Email address: \_\_\_\_\_

What service are you giving feedback about?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is your feedback?

Attach a separate sheet if necessary:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What would you like to see happen?  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If your complaint relates to a partner of the Council, are you happy for us to share your details with them?

Yes  No

**How you can help us treat everyone fairly (optional).** By answering the following questions you will help us make sure that we give a fair service to all of our customers.

Are you?

Male  Female

**Do you have a long-standing illness, disability or infirmity?** (Long-standing means anything that has troubled you over a period of time)

Yes  No

**If so, please tell us which of these apply**

Physical  Learning

Sensory  Multiple

**To which ethnic group do you consider that you belong?**

White  Black or Black British

Asian or Asian British  Mixed

Chinese

Other ethnic group (please specify)  
\_\_\_\_\_

**To which age group do you belong?**

under 18  18-29  30-44

45-59  60-74  75+

Signature \_\_\_\_\_

Date \_\_\_\_\_